

**DMAS – Virginia Medicaid**  
**Non-Emergency Medical Transportation (NEMT) Toll Free Telephone Numbers**  
**Fee-for-Service (FFS)**  
**Commonwealth Coordinated Care Plus (CCC Plus)**  
**Medallion 3.0 Managed Care Organizations (MCO)**

**SPECIAL NOTES:**

Beginning August 1, 2017 DMAS will be changing the current 7 Regions for the Fee For Service (FFS) Non-Emergency Medical Transportation program. The Regions will be realigned to match the CCC Plus 6 Regions. Transportation Regional Changes can be seen on the map on page 4 or by FIPS code/County list on page 5.

**Commonwealth Coordinated Care Plus (CCC Plus)** – Starting August 1, 2017, certain Medicaid individuals will begin receiving their Medicaid coverage through CCC Plus health plans. CCC Plus will serve Medicaid individuals who are age 65 and older as well as disabled children and adults. CCC Plus populations include individuals who receive long term services and supports in a nursing facility or through one of the DMAS home and community based services waivers. CCC Plus will launch by region beginning in the Tidewater region on August 1, 2017. The CCC Plus regional transition schedule is listed below.

<b>Region 1</b> Tidewater	Aug 1, 2017	<b>Region 4</b>	Roanoke/Alleghany	Nov 1, 2017
<b>Region 2</b> Central	Sep 1 ,2017	<b>Region 5</b>	Southwest	Nov 1, 2017
<b>Region 3</b> Western/Charlottesville	Oct 1, 2017	<b>Region 6</b>	Northern Virginia/Winchester	Dec 1, 2017

Members enrolled in Commonwealth Coordinated Care (CCC) demonstration program and persons who are aged, blind, or disabled (ABD) and enrolled in Medallion 3.0 will transition to a CCC Plus plan on January 1, 2018.

**CCC Plus Members receiving services through one of the Developmental Disabilities (DD) waivers** will be enrolled in CCC Plus for their non-waiver services only. The CCC Plus health plan will cover transportation to their non-waiver services, including medical, behavioral health, pharmacy, and addiction and recovery treatment services. The DMAS FFS transportation vendor will cover transportation to and from the member’s DD waiver services. The Member should contact their health plan’s transportation vendor for transportation to/from non-waiver services and the DMAS transportation vendor for transportation to/from DD waiver services. The Member can also contact their Care Coordinator if they have questions or need assistance.

Members who have questions concerning CCC Plus may call their CCC Plus health plan. Members may also call the CCC Plus Help Line at 1-844-374-9159 (TTY: 1-800-817-6608) or visit the website at <https://www.cccplusva.com/>. Providers with questions may call the DMAS Provider HelpLine at: 1-804-786-6273 in the Richmond area and out-of-state long distance and 1-800-552-8627 for all other areas (in-state, toll-free long distance). Additional information on CCC Plus, including information on populations excluded from CCC Plus and services carved-out of CCC Plus can be found at: [http://www.dmas.virginia.gov/Content\\_pgs/mltss-home.aspx](http://www.dmas.virginia.gov/Content_pgs/mltss-home.aspx).

**DMAS – Transportation Regions and Contact Telephone Numbers**  
**Non-Emergency Medical Transportation (NEMT) Toll Free Telephone Numbers**

**Region 1 Tidewater**

**Region 4 Roanoke/Alleghany**

**Region 2 Central**

**Region 5 Southwest**

**Region 3 Western/Charlottesville**

**Region 6 Northern /Winchester**

**Reservation Numbers:** (make your transportation arrangements, check to see if you're eligible)

<b>FFS</b>	<b>Reservation Numbers</b>	<b>Details</b>
Fee For Service (FFS) <i>Includes DD Waiver Services for CCC Plus enrolled individuals</i>	(866) 386-8331	All ages and all levels of service
<b>CCC Plus</b>		
Aetna Better Health of Virginia	(800) 734-0430 Option 1	All ages and all levels of service
Anthem HealthKeepers	(855) 325-7581	All ages and all levels of service
Magellan Complete Care of Virginia	(877) 790-9472	All ages and all levels of service
Optima Health	(855) 325-7558	All ages and all levels of service
United Healthcare Regions 2,4,5	(844) 604-2078	All ages and all levels of service
United Healthcare Regions 1,3,6	(888) 258-0521	All ages and all levels of service
Virginia Premier	(877) 719-7358	All ages and all levels of service
<b>Medallion 3.0</b>		
Anthem HealthKeepers Plus	(877) 892-3988	All ages and all levels of service
CoventryCares of Virginia	(800) 734-0430	All ages ambulatory and wheelchair
	(800) 235-2206 Option 2 then Option 2	All ages needing stretcher and non-emergency ambulance
INTotal Health	(800) 894-8139	All ages ambulatory, wheelchair, stretcher and non-emergency ambulance.
Kaiser Permanente	(866) 823-8349	All ages and all levels of service
Optima Family Care	(877) 892-3986	All ages ambulatory and wheelchair
	(800) 881-2166	All ages needing stretcher and non-emergency ambulance services
Virginia Premier	(800) 727-7536 Option 2 then Option 1	All ages and all levels of service

**Ride Assist Number:** (Running late, where is my ride, what time is my pick-up, I have a complaint, etc.)

<b>FFS</b>	<b>Ride Assist-Where's My Ride Telephone Numbers</b>
FFS – All Regions	(866) 246-9979
<b>CCC Plus</b>	
Aetna Better Health of Virginia CCC Plus	(800) 734-0430 Option 2
Anthem HealthKeepers CCC Plus	(855) 325-7581 Option 1
Magellan Complete Care of Virginia - CCC Plus	(877) 790-9472 (TTY- (866) 288-3133)
Optima Health - CCC Plus	(855) 325-7558 Option 1
United Healthcare - CCC Plus Regions 2,4,5	(844) 252-1491
United Healthcare CCC Plus Regions 1,3,6	(888) 258-0521
Virginia Premier CCC Plus	(877) 719 7358 (Option 1 then Option 2 then Option 3)
<b>Medallion 3.0</b>	
Anthem HealthKeepers - Medallion 3.0	(877) 892-3988 Option 2
CoventryCares - Medallion 3.0	(800) 734-0430 Option 2
INTotal Health - Medallion 3.0	(800) 894-8396
Kaiser Permanente	(866) 823-8350
Optima Family Care - Medallion 3.0	(877) 892-3986 Option 1
Virginia Premier - Medallion 3.0	(800) 727-7536 Option 2 then Option 3

Call your appropriate Reservation Line to ask about gas reimbursement or bus tickets to your Medicaid Paid services. FFS Rider Handbook, Frequently Asked Questions (FAQs), and on-line reservations:

<http://transportation.dmas.virginia.gov>

**CCC Plus Care Coordinator**

If you or the member have questions or concerns, please use the following Care Coordination Phone line to get in touch with a Member's Care Coordinator.

<b>CCC Plus Care Coordination</b>					
Aetna	Anthem	Magellan	Optima	United HealthCare	VA Premier
1-855-652-8249 press #1 and ask for Care Coordinator	1-855-323-4687 Press #4	866-622-7982	757-552-8398 OR Toll Free 866-546-7924	877-843-4366	1-877-719-7358  Select prompts: 3 - 3 - 4 – 1

If you have questions or concerns about CCC Plus for the Department of Medical Assistance Services, please email the CCC Plus inbox, [cccplus@dmas.virginia.gov](mailto:cccplus@dmas.virginia.gov) for assistance.

# DMAS Transportation Regions

## State of Virginia Regional Geographic Area Assignments:

**Region 1 Tidewater**

**Region 2 Central**

**Region 3 Western/Charlottesville**

**Region 4 Roanoke/Alleghany**

**Region 5 Southwest**

**Region 6 Northern /Winchester**

Region 1 - Tidewater

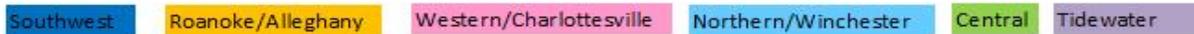
Region 2 - Central

Region 3 - Western/Charlottesville

Region 4 - Roanoke / Alleghany

Region 5 - Southwest

Region 6 - Northern/Winchester



**CCC PLUS and Fee For Service Transportation Regions by Locality and FIPS Code**

<b>TIDEWATER REGION NUMBER 1</b>					
001	ACCOMACK	095	JAMES CITY CO.	740	PORTSMOUTH
550	CHESAPEAKE	700	NEWPORT NEWS	800	SUFFOLK
073	GLOUCESTER	710	NORFOLK	810	VIRGINIA BEACH
650	HAMPTON	131	NORTHAMPTON	830	WILLIAMSBURG
093	ISLE OF WIGHT	735	POQUOSON	199	YORK
<b>CENTRAL REGION NUMBER 2</b>					
007	AMELIA	085	HANOVER	730	PETERSBURG
025	BRUNSWICK	087	HENRICO	145	POWHATAN
033	CAROLINE	670	HOPEWELL	147	PRINCE EDWARD
036	CHARLES CITY	097	KING AND QUEEN	149	PRINCE GEORGE
041	CHESTERFIELD	099	KING GEORGE	760	RICHMOND CITY
570	COLONIAL HEIGHTS	101	KING WILLIAM	159	RICHMOND CO.
049	CUMBERLAND	103	LANCASTER	175	SOUTHAMPTON
053	DINWIDDIE	111	LUNENBURG	177	SPOTSYLVANIA
595	EMPORIA	115	MATHEWS	179	STAFFORD
057	ESSEX	117	MECKLENBURG	181	SURRY
620	FRANKLIN CITY	119	MIDDLESEX	183	SUSSEX
630	FREDERICKSBURG	127	NEW KENT	193	WESTMORELAND
075	GOOCHLAND	133	NORTHUMBERLAND		
081	GREENSVILLE	135	NOTTOWAY		
<b>CHARLOTTESVILLE WESTERN REGION Number 3</b>					
003	ALBEMARLE	590	DANVILLE	125	NELSON
009	AMHERST	065	FLUVANNA	137	ORANGE
011	APPOMATTOX	079	GREENE	143	PITTSYLVANIA
015	AUGUSTA	083	HALIFAX	165	ROCKINGHAM
029	BUCKINGHAM	660	HARRISONBURG	790	STAUNTON
031	CAMPBELL	109	LOUISA	820	WAYNESBORO
037	CHARLOTTE	680	LYNCHBURG		
540	CHARLOTTESVILLE	113	MADISON		
<b>ROANOKE/ALLEGHANY REGION NUMBER 4</b>					
005	ALLEGHANY	067	FRANKLIN CO.	155	PULASKI
017	BATH	071	GILES	750	RADFORD
019	BEDFORD CO.	089	HENRY	770	ROANOKE CITY
023	BOTETOURT	091	HIGHLAND	161	ROANOKE CO.
530	BUENA VISTA	678	LEXINGTON	163	ROCKBRIDGE
580	COVINGTON	690	MARTINSVILLE	775	SALEM
045	CRAIG	121	MONTGOMERY	197	WYTHE
063	FLOYD	141	PATRICK		
<b>SOUTHWEST REGION NUMBER 5</b>					
021	BLAND	640	GALAX	169	SCOTT
520	BRISTOL	077	GRAYSON	173	SMYTH
027	BUCHANAN	105	LEE	185	TAZEWELL
035	CARROLL	720	NORTON	191	WASHINGTON
051	DICKENSON	167	RUSSELL	195	WISE
<b>NORTHERN &amp; WINCHESTER REGION NUMBER 6</b>					
510	ALEXANDRIA	610	FALLS CHURCH	139	PAGE
013	ARLINGTON	061	FAUQUIER	153	PRINCE WILLIAM
043	CLARKE	069	FREDERICK	157	RAPPAHANNOCK
047	CULPEPER	107	LOUDOUN	171	SHENANDOAH
600	FAIRFAX CITY	683	MANASSAS CITY	187	WARREN
059	FAIRFAX CO.	685	MANASSAS PARK	840	WINCHESTER

## DMAS – Transportation Regions and Contact Telephone Numbers

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**Reservation Numbers:** (make your transportation arrangements, check to see if you are eligible)

Note: CL, BI, & FIS waived members call FFS for waived services transportation and your CCCPlus plan for acute care transportation services.

FFS / MCO /CCC Plus	Reservation Numbers	Details
Fee For Service (FFS) Including all CL, BI, & FIS Waived Services	(866) 386-8331	All ages and all levels of service
Aetna Better Health of Virginia CCC Plus	(800) 734-0430 Option 1	All ages and all levels of service
Anthem HealthKeepers Plus	(877) 892-3988	All ages and all levels of service
Anthem HealthKeepers CCC Plus	(855) 325-7581	All ages and all levels of service
CoventryCares of Virginia (previously Southern Health Services / CareNet)	(800) 734-0430	All ages ambulatory and wheelchair
CoventryCares of Virginia (previously Southern Health Services / CareNet)	(800) 235-2206 Option 2 then Option 2	All ages needing stretcher and non-emergency ambulance
INTotal Health (previously Amerigroup VA)	(800) 894-8139	All ages ambulatory, wheelchair, stretcher and non-emergency ambulance.
Kaiser Permanente	(866) 823-8349	All ages and all levels of service
Magellan Complete Care of Virginia	(877) 790-9472	All ages and all levels of service
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Optima Health CCC Plus	(855) 325-7558	All ages and all levels of service
United Healthcare CCC Plus Regions 2,4,5 <i>Central, Roanoke/ Alleghany, &amp; Southwest</i>	(844) 604-2078	All ages and all levels of service
United Healthcare CCC Plus Regions 1,3,6 <i>Tidewater/Charlottesville/Northern/Winchester</i>	(888) 258-0521	All ages and all levels of service
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